

## What's on

The calendar below shows key events over the next few months, from RTiG and our associates. For further details of RTiG events please contact [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk)

### Webinars

- |                 |   |
|-----------------|---|
| 10 October 2023 | Customer information in 5 years – On Street |
| 26 October 2023 | Customer information in 5 years – On Bus    |

For booking details see the website and events beyond October.

### Workshops

- |                 |  |
|-----------------|--|
| 11 October 2023 | Bus Centre of Excellence Breakfast Briefing, <i>London</i> |
| 8 November 2023 | Managing Bus Real Time Systems, <i>Manchester</i>          |

### Working Groups

CCTV Technology & Best Practice  
Procurement of Software as a Service

### RTiG Board

6 November 2023, Virtual

### PTIC

7 December 2023, Virtual

## In this issue:

### News and events: update on RTiG work

[CCTV Technology & Best Practice](#)  
[Procurement of Software as a Service](#)  
[Customer information in 5 years](#)

[Bus Centre of Excellence Breakfast Session – Reliability](#)  
[Managing Bus Real Time Systems](#)

[Designing the Next Generation of Bus Priority](#)  
[Customer information in 5 years](#)

### DfT News

[NaPTAN Public Meetings schedule](#)  
[£80 Million Funding for BSIP+ announced](#)

### In Other News

[BT outlines timetable for analogue landline switch-off](#)

### Members' news: [showcasing innovation](#)

### Admin: useful facts about RTiG

[Committee members](#)  
[Contact s](#)



**For all administrative matters and enquiries please contact:**

RTiG Secretariat, c/o Tim Rivett Consulting Ltd,  
36 Fields End, Sheffield, S36 8WH

Tel: +44 (0) 1226 762712  
Email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk)  
Web: [www.rtig.org.uk](http://www.rtig.org.uk)

# NEWS & EVENTS

## Newsletter Frequency and Email Alerts

The newsletters are produced on a monthly cycle.

They will be posted on the RTIG website and emailed out to the newsletter contact list.

If you think a colleague or contact would benefit from receiving the RTIG newsletter then please ask them to fill out the form on the website or use the QR Code.



## RTIG on X (Twitter)

RTIG is now on twitter as @RtigInform

<https://twitter.com/RtigInform>

## RTIG on Instagram

RTIG is now on twitter as rtig\_inform

[https://www.instagram.com/rtig\\_inform/](https://www.instagram.com/rtig_inform/)

## Photo Library

To help liven up RTIG printed and digital outputs we are interested in receiving any images of public transport information real time or otherwise that you would be happy for us to use.

We will of course credit the appropriate source if published.

If you have any material, you would be able to let us have access to please contact Tim [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Working Groups

If anyone wants to become involved in any of the work packages in the business plan then please feel free to discuss or commit by getting in contact with Tim [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk).

## Hearing Loops

During the pandemic, bus operators introduced Perspex screens between the driver and passenger to help provide protection from COVID-19. This barrier increased the challenge for passengers and drivers who have hearing problems. The use of audio induction loops (hearing aid loops) and other solutions will help to alleviate some of the resultant problems.



The requirement will form part of the future vehicle requirements as seen in the new zero-emission buses scheme.

We will be producing an advice note for operators. If you want to be involved in the group creating this then please let us know.

## CCTV Technology & Best Practice



In the 15 years since RTiG last produced guidance on CCTV there have been many changes in the technology available and its capabilities.

We are convening a working group to create updated advice on CCTV. We current expect this to cover different camera and recording

technologies, and good practice advice on management of images, installation and maintenance.

We've met a few times and a report is in development.

If you want to be involved in the working group exploring this then please let us know. To get involved in this group please get in touch [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Procurement of Software as a Service



With an increasing move by software suppliers to supply services on a Software as a Service (SaaS) basis, the approach to procurement needs to change to reflect this shift.

Traditional procurement and contract arrangements need to be updated to reflect the requirements and expectations of SaaS.

We have convened a working group to create guidance on how to better procure SaaS systems.

We've met a few times and a report is in development.

If you want to be involved in the working group exploring this then please let us know. To get involved in this group please get in touch [tim.rivett@rtig.org.uk](mailto:tim.rivett@rtig.org.uk)

## Upcoming Webinars

### Customer information in 5 years



Over the next few years we know that many things about public transport and the way that we travel will change, the need to de-carbonise and improve air quality will become more urgent. There will be more electric and non-ICE powered vehicles and more micro mobility solutions available and there is much discussion about how to achieve these changes.

What about the information that public transport passengers and micro-mobility users will need to be find out about the services available and how to use them?

In this series of webinars we will explore what customer information may look like in five years' time, starting with what data may be available, through the passenger's information journey to being on bus.

<https://www.eventbrite.com/cc/customer-information-in-5-years-2461689>

#### **On Street Information**

**10 October**

This session will focus on what customers can expect on street and how it will be presented.

#### **On Bus**

**26 October**

This session will focus on what customers can expect on bus and how it is presented.

# NEWS & EVENTS

## Next Face to Face event

### Bus Centre of Excellence Breakfast Session – Reliability



**11 October 2023 09:00 – 10:30, London**

Join us for an informal breakfast seminar themed around reliability.

As road traffic increases so does congestion, slowing buses and making them less reliable raising costs for operators and making them less attractive for passengers just at the time we are needing to grow passenger numbers.

- How can we help provide a competitive journey time in comparison to other modes?
- What practical and technological approaches can be used for prioritising buses?
- What impact does bus priority have on the passenger?

Whilst you won't get all the answers to the problem during a breakfast seminar you will understand the key issues and some solutions, and perhaps most importantly what questions to ask back at base.

Three of our BCoE Bloggers will be sharing their views. Tim will be sharing practical insights into bus priority measures; Matthew will be sharing examples from the Liverpool City Region and Emily will share her views on reliability from the perspective of the passenger.

Schedule for the seminar:

09:00 – 09:30 arrival, pastries, informal networking

09:30-09:45 Tim – Making Bus Services Viable

09:45 – 10:00 Matt – Reforming the Liverpool City Region's Bus System



# NEWS & EVENTS

10:00 – 10:15 Emily – People are already excited about buses  
10:15 – 10:30 Q&A / discussion and close

<https://www.ciht.org.uk/event/bcoe-blogs-breakfast-session/>

## Managing Bus Real Time Systems



**8 November 2023, Manchester**

Are you passionate about providing the best information to the bus passenger? Do you want to know what it takes to run a bus real-time system?

Then you need to attend our day conference on managing bus real time systems.

**Why Attend?**

**Explore Cutting-Edge Technologies:** Dive into the world of real-time data management, fleet tracking, and passenger information systems that are revolutionising the way we manage bus fleets and provide information to customers. Discover the latest advancements and how they can enhance operational efficiency.

**Widen Perspectives:** Gain insights into how different areas are implementing and managing real-time bus systems. Learn from success stories and challenges faced by different cities and counties, and broaden your knowledge of what is available now and in the future.

**Mobility of the Future:** Engage with experts as they share insights on how bus real-time data can play a pivotal role in shaping future plans through data.

**Networking Opportunities:** Connect with professionals, practitioners, and suppliers from around the country. Exchange ideas, collaborate on

# NEWS & EVENTS

projects, and build lasting connections. Whether you're from a bus operator, transport or local authority or supplier, this conference offers valuable takeaways that will enrich your knowledge and help you contribute effectively to the advancement of bus real-time systems.

Whether you're a seasoned expert or new to the field, there's something for everyone.

**Call for Speakers:** We invite you to contact us if you would like to share your experience and knowledge.

**Register Now:** Book your spot at the conference and be part of this dynamic event that promises to shape the future of bus real-time systems.

The venue is a 10 minute walk Deansgate rail or metrolink stop, or 30 minute walk from Manchester Piccadilly.

Bonded Warehouse, Lower Byrom Street, Manchester, M3 4AP

## **Book Event**

<https://www.eventbrite.co.uk/e/managing-bus-real-time-systems-tickets-710219785497>

## **Past Events**



All our previous webinars have been recorded and available on our YouTube channel:

<https://www.rtig.org.uk/youtube>



## Designing the Next Generation of Bus Priority



19 September 2023, Birmingham

Public transport, and buses in particular, are facing challenges at every turn: slow recovery from the covid collapse in passenger numbers, inflation increasing cost base, driver recruitment and retention, and of course traffic congestion.

How can we make the bus more attractive to encourage more people to use it?

One way of making buses more attractive, and encourage former and new passengers onto buses, is ensuring that they provide a competitive and reliable journey time in comparison to other modes – both now and in the longer term.

It is vital therefore, as traffic levels and congestion continues to increase, that journey times do not become slower or less reliable as a consequence. Unlike some of the challenges we face, this is not under the control of bus operators – but traffic managers can make a difference, including through bus priority measures. Bus Back Better (the national bus strategy) has a lot to say about bus priority, and it forms a key element in many Enhanced Partnerships and Bus Service Improvement Plans.

Nearly 20 years ago the first standard approach to providing digital bus priority was published, and over a decade ago an interface between buses and urban traffic control systems was developed. This UTC interface is now well adopted with plenty of experience in its implementation.

However, in the last few years technology has progressed very rapidly, and there are now bus priority schemes that have been and are being introduced using different approaches.

This event was jointly organised by RTiG and UTM.

# NEWS & EVENTS

At this event we will:

- Review the historic bus priority landscape
- Hear from places trying new approaches
- Understand how traffic management is changing

During the afternoon we will break into small groups to help identify:

- What needs to be done to support the adoption of good practice?
- What needs to happen to help suppliers of bus and traffic management systems work together to achieve effective bus priority?
- How can bus operators and traffic managers work together?
- How do standards need to develop?
- What information is needed by implementers?
- How can business cases be developed and presented?

The slides and recordings from the event are available:

<https://www.rtig.org.uk/workshops/2023-09-19>

## Customer information in 5 years



Over the next few years we know that many things about public transport and the way that we travel will change, the need to de-carbonise and improve air quality will become more urgent. There will be more electric and non-ICE powered vehicles and more micro mobility solutions available and there is much discussion about how to achieve these changes.

What about the information that public transport passengers and micro-mobility users will need to be find out about the services available and how to use them?

# NEWS & EVENTS

In this series of webinars we will explore what customer information may look like in five years' time, starting with what data may be available, through the passenger's information journey to being on bus.

## **Data**

**11 September**

This session focused on what data will be available and where from.

<https://www.rtig.org.uk/workshops/2023-09-11>

## **Online information & Apps**

**28 September**

This session will focus on how information will be presented online and what technology may become available.

<https://www.rtig.org.uk/workshops/2023-09-28>

## NaPTAN Public Meetings schedule

NaPTAN will have meetings about twice every month – with sessions that are focussed on Bus Operators as well:

- 24<sup>th</sup> October – 2pm to 4pm – topic to be announced.
- 26<sup>th</sup> October - 10am – 12pm – topic to be announced.
- 28<sup>th</sup> November – 2pm to 4pm – A wrap up of the year in NaPTAN.
- 30<sup>th</sup> November – 2pm to 4pm – A wrap up of the year in NaPTAN.

Will any of this help Beryl to get to see Beverly?

<https://www.eventbrite.co.uk/o/department-for-transport-naptan-team-39414925573>

## £80 Million Funding for BSIP+ announced

- funding allocated to local authorities to support local services, ensuring passengers can continue to use the bus to get to work, shops and important appointments
- investment will continue to help lower fares, improve bus reliability and punctuality while preventing service reductions
- part of 3.5 billion investment since 2020 to protect and improve bus services while keeping fares low, helping people to save money on travel and grow the economy

Millions of people across England will benefit from lower fares, improved reliability and better bus services, as the government delivers a further 80 million to support buses into 2025.

Today (28 September 2023), Roads Minister Richard Holden confirmed allocations for 64 local authorities across England from the 80 million investment in the bus service improvement plan+ (BSIP+) for 2024 to 2025.

Local authorities can use the funding to improve local buses in several ways, such as by bringing in new services or routes, extending timetables through new morning or evening buses or making tickets cheaper through reduced fares for elderly or young people, depending on what will be most valuable in their local area.

The investment could also be used to protect hundreds of bus services with low passenger numbers so that people who rely on them for essential services can continue to access their local bus.

# D f T N E W S

Roads Minister Richard Holden said:

Buses are the most popular form of public transport and millions of people across the country from the Tees Valley to Torbay rely on their local service to get to work, attend medical appointments and see loved ones.

We are providing a further 80 million to help local authorities improve and protect essential services, delivering for local communities across the country by enhancing transport connections, supporting passengers and growing the economy.

The funding follows the first 80 million BSIP+ investment for 2023 to 2024.

## BT outlines timetable for analogue landline switch-off

The UK's Public Switched Telephone Network (PSTN), which supports analog landline services, is planned for closure by 2025

BT has recently shared more details about the way in which it will gradually shut down the nation's PSTN and rollout its replacement Internet Protocol (IP)-based Digital Voice service.

Having successfully completed shutdown trials earlier this year in the East Midlands, Yorkshire, and Northern Ireland, BT says it is now ready to continue the process in a phased manner, region by region, aiming for a nationwide shutdown of the PSTN in 2025.

BT's Digital Voice Rollout plan:

**Autumn 2023**

North West  
London

**Spring 2024**

West Midlands  
South East  
Wales  
East Anglia

**Summer 2024**

North East  
Scotland  
South West

The UK's PSTN is best understood as BT's old copper network that facilitates analogue landline phone calls throughout the country, though it can also support some other older technologies too, such as CCTV and alarm systems.

In recent years, however, this network is increasingly becoming obsolete.

PSTN closures are currently taking place in developed markets all over the world, with markets like the Netherlands, Germany, and Estonia having already completed the process of shifting to digital voice.

BT itself had been planning this phase out for a number of years and, in fact, had originally initiated the process on a nationwide basis last year. However, these plans were halted in March when Storm Eunice caused



# I N O T H E R N E W S

power cuts for some customers, temporarily leaving them unable to contact emergency services over their new IP-based voice service.

***Ed:***

This shutdown not only effects “telephones”, it effects any copper wire based service, many traffic lights and site to site connections used to be based on direct wire connections such as pair and double pair services, some Authorities still have some of these type of connections in use – check if you do and make plan to get rid as quickly as possible.

## Keeping in touch with you

As well as keeping you up to date with all the latest news from RTIG, this newsletter aims to provide a community forum for members. We therefore offer RTIG members the opportunity to submit a short article here on any issue or innovation that might be of interest to the community.

There are two ways of becoming involved in this:

- Email pieces to us when you have them – press release format is fine, and pictures are welcome.

Nominate a marketing contact who will be included in the editor's monthly process of 'chivvyng'.



A Navaho Transport systems destination blind on the ADL Enviro 400 EV

## NEW CHARITY-PUBLIC TRANSPORT COLLABORATION MAKES 21 BUS DISPLAYS MORE ACCESSIBLE AND INCLUSIVE



Vix Technology has worked with Leicester Buses and charity Vista to provide a solution aiding and streamlining public transport use for people with disabilities.

In a pioneering collaboration for Vix Technology, and as part of its mission to build greater inclusivity of transit services, we have worked directly with a charitable organisation to help make bus services more accessible for passengers with sight loss. This is part of a larger project in which Vix is working with Leicester City Council and Leicestershire County Council to roll out new totem displays.

The project involved Vista surveying a range of stops to identify those most often used by people with sight loss. From these surveys, Vista selected 21 stops to offer our solution. The solution includes sophisticated text-to-speech functionality to help passengers with sight loss to use bus stops and get the information they need for their journey.

Vix is proud that our solution has been selected as one which will better meet the needs of passengers who have visual impairments and which contributes to promoting more inclusive and accessible public transport.

<https://vixtechnology.com/news/new-charity-public-transport-collaboration-makes-21-bus-displays-more-accessible-and-inclusive/>

## **r2p awarded North East Lincolnshire real time bus information network**

North East Lincolnshire Council and its delivery partner, Equans, are happy to announce r2p has been awarded the contract for the Real Time Information (RTI) network.

The RTI network will show live, reliable, and accurate information to bus passengers about their journey and provide reassurance and confidence when travelling by bus.

As part of the new RTI project, the Council is planning to deliver TFT (Thin Film Transistor) display screens at key stops across the network. The TFT displays operate via a 4G network to ensure a more consistent data connection to reduce the time that screens are not in use. The screens also include sharper graphics making them more accessible and easier to read for those with sight impairments.

The new system also supports online and app users with more accurate information and will assist with the continued rollout of bus priority measures at traffic signals by identifying when a bus is not running on time.

By providing a modern local transport network, it is hoped this will boost passenger numbers and encourage people to choose a more sustainable method of transport, which will not only improve air quality and help reduce congestion around the town but will also help local residents connect with people and places that are important to them.

The new RTI network is one of a number of improvements that are being delivered through a grant of £4.7m from the Department for Transport's Bus Service Improvement Plan which was allocated to the Council earlier this year.

<https://www.nelincs.gov.uk/contract-awarded-for-the-real-time-bus-information-network/>

## TICKETER SUPPORTS TFGM'S BEE NETWORK WITH INTEGRATED TICKETING AND REAL-TIME INFORMATION SOLUTION

Ticketer and Transport for Greater Manchester have launched the first phase of their integrated ticketing and real-time information (RTI) solution, enabling seamless travel in support of TfGM's ambition to increase patronage within the area.

Roll-out commenced on Sunday 24th September, with Greater Manchester's Bee Network being the first to experience Ticketer's latest product innovations, the Next Generation ETM and Ticketer Smart Gateway.

The Next Generation ETM is Ticketer's newest ticketing device and offers faster processing, greater memory, speedier contactless payments, with an Android-based tablet at its heart. The Next Generation ETM connects to the Ticketer Smart Gateway, a communications gateway which provides an ecosystem of connectivity for on-bus IT infrastructure. It allows operators to reduce the amount of hardware and SIMs on bus and provides opportunities to reduce energy consumption through enhanced monitoring on electric vehicles.

Operators within the franchise will also benefit from a rich RTI solution to complement the ticketing process, providing them with increased functionality such as advanced disruption management, corridor management, on-bus inventory management, and advanced tracking, amongst many others.

Andreea Reardon Ticketer Group Andreea Reardon, Chief Product & Technology Officer at Ticketer, comments: "We're delighted to have completed the first stage of this rollout with TfGM. We already provided ticketing solutions to TfGM but this represents a strengthening of our partnership as TfGM embarks on its franchising journey.

Anne Marie Purcell, TfGM's Bus Franchising Programme Director, said: "As we launch our franchised Bee Network buses our main priority is ensuring that the ticketing experience for passengers and drivers is as smooth as possible, and we are excited that we finally making this a reality with our partners at Ticketer."

"We'll also be able to give customers access to accurate real-time travel information to help them make more informed choices when travelling on public transport."



## **VIX TECHNOLOGY COLLABORATES WITH TRANSPORT FOR GREATER MANCHESTER TO DELIVER ENHANCED BACK OFFICE AUTOMATED FARE COLLECTION SOLUTION FOR THE BEE NETWORK**

Vix Technology has collaborated with Transport for Greater Manchester (TfGM) to launch an enhanced automated fare collection solution for the Bee Network. This back office solution, using Vix's Pulse product, processes contactless payments on buses across Greater Manchester. The Bee Network is directly operated by TfGM and will successfully move the network to an account-based ticketing system.



Vix Technology has been working in partnership with TfGM for 10 years. The launch of the Bee Network marks a significant milestone for Manchester as the first UK city to offer a franchised bus operations model outside London. The Greater Manchester bus network conducts around 150 million transactions every year, supporting millions of journeys.

This multiphase project will deliver great improvements for the region and its passengers. The first phase will deliver Pulse contactless payment for buses, covering over 500 vehicles in Wigan, Bolton, Salford and West Manchester. Bury, Rochdale and Oldham will be added next year and then finally Stockport, Trafford, Tameside and South Manchester in early



## MEMBERS

2025 when customers will also be able to benefit from multimodal fare capping across Greater Manchester.

The Pulse solution enables TfGM to bring bus services under local control via a single managed system, offer more flexible tickets including fare capping, and ultimately integrate bus, tram and train services together to provide a truly joined-up multi-modal service. Passengers will benefit from simpler, affordable fares on buses and trams across Greater Manchester when the network is fully rolled out.

Rob Cullingworth, Vix Technology General Manager for UK & Ireland, said, "We're delighted to strengthen our decade-long partnership with TfGM with this flagship project to transform public transport across Greater Manchester. This project demonstrates the value of a strong working relationship to deliver a shared vision of sustainable public transport that's accessible and affordable for all."

<https://vixtechnology.com/press-release/vix-technology-collaborates-with-transport-for-greater-manchester-to-deliver-enhanced-back-office-automated-fare-collection-solution-for-the-bee-network/>

## IVU launches a new consulting division

The newly founded consulting division of IVU Traffic Technologies AG, IVU.consult, will provide targeted support to transport operators in using and implementing IVU software. Customers of IVU.consult GmbH will benefit from in-house expertise to make the best use of the IVU suite to achieve every customer's individual aims.

Supporting customers in efficiently using their IVU products is the focus of the consulting services. In addition, IVU.consult strives to support clients with tenders, resource optimization projects and operations process consulting. The services begin at an early stage: IVU.consult helps customers in submitting highly efficient bids in tenders for transport services by applying selected IVU.suite modules. A focus is to deliver resource plans quickly and efficiently as required, thus supporting customers in providing required tender inputs and in generating operations cost estimates.

For customers managing existing operations, IVU.consult conducts in-depth resource optimisation studies and scenario analyses. These studies can help inform decision-making regarding operations planning and provide options for efficient deployment of resources to save time and reduce costs. In addition, complete timetables, vehicle schedules, and crew schedules can be created for use in everyday operations.

## NEWS

# M E M B E R S N E W S

Finally, IVU.consult team members are also able to provide expert staffing assistance during certain project and planning phases.

<https://www.ivu.com/news/details/ivu-launches-a-new-consulting-division>

## Management Committee Members

The Management Committee for the year 2022-2024 was appointed at the EGM on 19 January 2023. Membership is currently as follows:

Chair: Tony Brown

Members: Sonya Sparks (Essex), Graham Davies (WYCA), Russell Gard (React Accessibility), Darren Maher (21<sup>st</sup> Century), Tony Brown (Atkins), George Connell (Stagecoach), Simon Gold (Reading Buses), Triumph Okojie (DfT)

## Contact us

Best by email: [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk).

<https://www.linkedin.com/groups/8557065>

## Next issue

Issue 171 – Wednesday 1<sup>st</sup> November 2023.

Please send all contributions to [secretariat@rtig.org.uk](mailto:secretariat@rtig.org.uk) at any time up to Friday 27<sup>th</sup> October 2023.

### RTiG's newsletters are distributed by email.

**To subscribe:** simply complete the form online, use the QR Code or email us at [newsletter@rtig.org.uk](mailto:newsletter@rtig.org.uk) with your request and a valid email address.



**To unsubscribe:** email with the subject "unsubscribe" – or simply reply to your notification telling us you'd like to be taken off the list.